



STATE OF IDAHO
invites applications for the position of:

IT Systems Integration Analyst, Senior (Systems Administration)

SALARY: \$32.21 - \$41.88 Hourly
DEPARTMENT: Division of Military
OPENING DATE: 09/01/21
DESCRIPTION:

STATE OF IDAHO
MILITARY DIVISION
Human Resource Office (HRO)
State Personnel Branch
4794 General Manning Avenue, Building 442
Boise, ID 83705-8112
Telephone: (208) 801-4273

STATE VACANCY ANNOUNCEMENT

Registers established from this announcement may remain valid up to one year to fill vacancies.

ANNOUNCEMENT NUMBER:	21-80-N
AREA OF CONSIDERATION:	Restricted to current full-time State employees of the Idaho Military Division
POSITION TITLE:	Information Technology (IT) Systems Integration Analyst, Senior (Systems Administration)
PAY GRADE:	NGA-11C
POSITION CONTROL NUMBER:	5609
CLASS CODE:	22775
SALARY:	\$32.21 to \$41.88 hourly (\$67,003 to \$87,100 annually)
FLSA CODE:	Computer Worker Exempt
DUTY LOCATION:	Military Division, Communications and Information Technology (IT) Services Office, Gowen Field, Boise, ID
TYPE OF POSITION:	Civilian Nonclassified
COMPATIBLE MILITARY FIELD:	Not Applicable

JOB TITLE: IT SYSTEMS INTEGRATION ANALYST, SENIOR (SYSTEMS ADMINISTRATION)
POSITION CONTROL NUMBER: 5609
CLASS CODE NUMBER: 20230
SALARY GRADE: NGA-11C

INTRODUCTION: This position is assigned to the Communications and Information Technology Services Office, functioning within the State of Idaho – Military Division. The primary purpose of

this position is to provide multiple skill sets to support complex integrated systems for the information technology (IT) needs of the agency.

EXAMPLE OF DUTIES:

DUTIES AND RESPONSIBILITIES:

1. **System Analysis and Design:** Serves as a life-cycle Project Manager on developing new microcomputer programs for specific project/program needs. Performs all phases of design analysis: study; design; development; and operation. Interviews users and customers to analyze their data and system requirements. Performs in-depth analysis of existing engineering manual processes to determine what can be used or changed. Coordinates all data base development activities with the Data Base Administrator and ensures adherence to policies concerning data encyclopedia, security, and modeling. Designs and documents complete systems, including concept charts, system narratives, block and flow diagrams, procedural charts, input/output records, and associated system/program interrelationships with project/program engineering design teams. Responsible for complex and multi-faceted integrated system projects involving cross-functional participation, multiple technologies and platforms, and resolution of conflicting goals of multiple client users. Conducts cost/benefit and feasibility analysis to provide recommendations on alternative approaches to the IT needs of the agency. Conducts orientation and training for new systems.

2. **System Administration:** Administers various systems associated with the Division's client endpoint management, voice servers, AV, Intranet, SharePoint, Network performance monitoring (NPM), Email, enterprise database engines, MS365 and Microsoft Active Directory (MS AD) systems including servers. Includes providing centralized account administration. Manages user accounts, passwords and related changes. Provides engineering design project related data administration services for efficient utilization of data within the Division. Resolves engineering design data definitions, validation, duplication, usage, security rules, and conflicts among staff departments. Assists users in their search for data to satisfy information needs. Determines engineering design project data requirements in application system development. Oversees and performs system administration and technical support for both stand-alone PC hardware and software and local area networks (LAN). Serves as IT consultant and advisor to regional users, management and IT personnel on system needs, operation and telecommunications problems, and requests for service. Assesses IT needs and develops short and long-range plans, determines equipment cost and develops and submits budget requirements. Designs, tests, and installs specific client applications. Defines system standards and procedures. Identifies, evaluates, and corrects hardware, software and security issues. Monitors and troubleshoots LAN and WAN system performance and resolves communications and networking problems. Provides technical support and training to users. Provides problem resolution in a highly integrated complex IT/IS installation. Designs and writes program scripts and documentation for specialized needs and test data and programs. Trains helpdesk staff on new and existing technologies in support of end users. Covers for helpdesk staff when needed.

3. **Project Management:** Acts as Project Manager and is primary point of contact for the customer in the planning-engineering-construction-design processes and related programming projects, both in-house and outsourced. Ensures that projects are fully defined and meet customer requirements before programming begins. Coordinates and works with vendors on outsourced projects to ensure that they understand program requirements, meet project deadlines, and provide appropriate deliverables. Keeps customer fully informed about project progress and ensures customer satisfaction throughout entire process.

4. Promotes a respectful workplace that complies with policies of the Adjutant General. Observes and ensures compliance with all applicable laws, rules, regulations and policies and serves as a role model for the Whistleblower Protection Program, EEO, security and workplace safety practices, policies and regulations at all times. Maintains a safe and drug/alcohol free workplace.

5. Performs other related duties as necessary or assigned.

SUPERVISORY CONTROLS: Work is generally performed independently with minimal supervision. Supervisor provides overall priorities and goals and, in consultation with the incumbent, determines the deadlines and scope of projects. Incumbent independently plans and completes projects; coordinating work with co-workers, users, and vendors. Determines the approach and methodology to be used, and keeps the supervisor advised of potentially controversial problems encountered. Completed work is reviewed for adequacy of results, adherence to policies, obtainment of objectives, effectiveness in meeting user requirements, accuracy of estimated time frames and projected problem areas, and effectiveness in coordinating projects with other groups. Must be able to work in remote environment with sole responsibility of systems in that location without any local technical staff support.

PERSONAL WORK CONTACTS: Incumbent has daily contact with agency staff at all levels. Frequent contacts include State employees of other agencies and local emergency managers. Incumbent has occasional contact with local jurisdiction elected officials. The incumbent must establish effective personal contacts and cooperative work relationships with personnel of varied background and interests. Contacts are for the purpose of planning and coordinating projects, reaching consensus on policies, identifying and resolving hardware and software problems, and to exchanging information. Contacts with functional users are to identify and resolve system problems, accept or reject particular technical methods and procedures, solve hardware and software problems, and develop automated solutions to replace manual systems that achieve their individual goals and objectives.

WORKING CONDITIONS / PHYSICAL EFFORT: Work is performed primarily in a climate controlled office environment. Work requires some physical exertion, including lifting and carrying of moderately heavy items such as computer equipment. Remote work area conditions can be hazardous at times due to weather extremes. Incumbent may be required to work outside normal works hours and may be required to deploy to the field during emergencies or disasters. Travel is required. Temporary remote location work is required.

FLSA Overtime Code: I (Computer Worker Exempt; straight time)

EEOC: B02 (Professional)

WCC: 8810

AUGUST 2021

MINIMUM QUALIFICATIONS:

QUALIFICATION REQUIREMENTS

Mandatory Requirements (conditions of employment)

- Must have and maintain a valid and unrestricted state issued driver's license (from any state). Provide your driver's license number, issuing state, license expiration date, and the full name specified on the license.
- Must submit to and successfully pass a state background check, and must be eligible to obtain and maintain a "SECRET" security clearance through the U.S. Department of Homeland Security. *(At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position.)*
- Must be willing to travel by all modes of transportation and stay at destinations for moderate periods.
- Must be able and willing to work extended hours, nights and weekends, if required, to support after hours scheduling, outages and emergencies and disasters.

Knowledge, Skills and Abilities (KSAs)

Applicants must have 36-months of specialized experience performing related duties as specified below.

- Expert ability to install, operate, troubleshoot and repair IT hardware including PC desktops, laptops, hypervisor servers, virtual servers, network switches, routers, VOIP phones, mobile devices, Wireless access controllers in a large IT enterprise and IT service provider infrastructure.
- Ability to operate enterprise database engines such as MS SQL server. Ability to perform online backups and database restores. Ability to apply security access to databases and run basic queries.
- Knowledge of network protocols used in provider class networks such as border gateway protocol and multi-protocol label switching. Knowledge of the enterprise class network protocol open shortest path first. Expert ability to manage VLANs and setup VLAN trunks.
- Knowledge of and ability to operate user applications. Expert ability to help IT users operate MS office and other common user applications. Expert ability to assist users with operating systems controls.
- Expert ability to properly license systems correctly and legally. Ability to interpret licensing requirements for enterprise solution deployments. Ability to project licensing needs for management to accurately prepare budgets in appropriate fiscal years.
- Demonstrated knowledge of and ability to design, install, and configure Microsoft windows server versions and client versions of operating systems in new and existing deployments. Good understanding of non-Microsoft operating systems.
- Expert ability to design, deploy, and operate hypervisor servers supporting a highly virtualized computing environment. Expert ability to design, configure and operate virtual machines on hypervisor host servers. Expert ability to design, configure, and deploy virtual desktop instances on thin client technology.
- Expert ability to administer IT system security solutions including Microsoft Active directory, MacAfee EPO servers, IVANTI endpoint management, APPSense, Mimecast spam filters and WIFI controllers. Good knowledge of Windows firewall management.
- Expert ability to specify, deploy and configure storage devices either direct attached or network attached. Expert ability to determine RAID specifications for the storage needs of the applications served by the storage hardware.
- Knowledge of Microsoft power shell commands and the development of scripts used in power shell.
- Ability to support the following applications: Global Protect VPN, Password Self Service Management, Idaho Office of Emergency Management Learning Management System, Ghost Server, MCM, VDI, AppPortal, Dameware, WEBEOC and ESRI GIS systems software.

CONDITIONS OF EMPLOYMENT:

- a. Each person hired will be required to provide verification of eligibility to work in the United States and may be subject to a criminal background check.
- b. Refer to the attached position description for the Mandatory Requirements for this position.
- c. The State of Idaho, Military Division is an Equal Opportunity employer. Selection for this position will be made without regard to race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), genetic information, political affiliation, marital status, and disability or age (which does not interfere with job accomplishment or job eligibility based upon the position description Mandatory Requirements). Appropriate consideration shall be given to veterans in accordance with applicable state and federal laws and regulations.

PERSONNEL MANAGER CERTIFICATION: The title, series, grade, duties and responsibilities are complete and accurate as written and a current or projected vacancy exists as advertised.

Gloria A. Duncan
Supervisory Human Resource
Specialist
Military Division – State Personnel
Branch

SUPPLEMENTAL INFORMATION:

If you are unable to apply online, please contact the HRO office by phone 208-801-4273 or email hrobypass@imd.idaho.gov to discuss alternative options.

Thank you for your interest in employment with the Idaho Military Division.

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/idaho>

304 North 8th Street
Boise, ID 83720

Position #21-80-N
IT SYSTEMS INTEGRATION ANALYST, SENIOR
(SYSTEMS ADMINISTRATION)
GD

idhr@dhr.idaho.gov

IT Systems Integration Analyst, Senior (Systems Administration) Supplemental Questionnaire

- * 1. **AREA OF CONSIDERATION:** Restricted to current full-time State employees of the Idaho Military Division.
Do you meet the area of consideration?

☐ Yes ☐ No

- * 2. Mandatory Requirement: Must have and maintain a valid and unrestricted state issued driver's license (from any state).

*Provide written response regarding your willingness and ability to meet this condition of employment (have and maintain) *DO NOT provide driver's license info here*

- * 3. Mandatory Requirement: Must submit to and successfully pass a state background check, and must be eligible to obtain and maintain a "SECRET" security clearance through the U.S. Department of Homeland Security. *(At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position.)*

Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

- * 4. Mandatory Requirement: Must be willing to travel by all modes of transportation and stay at destinations for moderate periods.

Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

- * 5. Mandatory Requirement: Must be able and willing to work extended hours, nights and weekends, if required, to support after hours scheduling, outages and emergencies and disasters.

Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

- * 6. KSA: **Expert ability to install, operate, troubleshoot and repair IT hardware including PC desktops, laptops, hypervisor servers, virtual servers, network switches, routers, VOIP phones, mobile devices, Wireless access controllers in a large IT enterprise and IT service provider infrastructure.**

*Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 7. KSA: **Ability to operate enterprise database engines such as MS SQL server. Ability to perform online backups and database restores. Ability to apply security access to databases and run basic queries.**

*Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 8. KSA: **Knowledge of network protocols used in provider class networks such as border gateway protocol and multi-protocol label switching. Knowledge of the enterprise class network protocol open shortest path first. Expert ability to manage VLANs and setup VLAN trunks.**

*Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 9. KSA: **Knowledge of and ability to operate user applications. Expert ability to help IT users operate MS office and other common user applications. Expert**

ability to assist users with operating systems controls.

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 10. KSA: **Expert ability to properly license systems correctly and legally. Ability to interpret licensing requirements for enterprise solution deployments. Ability to project licensing needs for management to accurately prepare budgets in appropriate fiscal years.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 11. KSA: **Demonstrated knowledge of and ability to design, install, and configure Microsoft windows server versions and client versions of operating systems in new and existing deployments. Good understanding of non-Microsoft operating systems.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 12. KSA: **Expert ability to design, deploy, and operate hypervisor servers supporting a highly virtualized computing environment. Expert ability to design, configure and operate virtual machines on hypervisor host servers. Expert ability to design, configure, and deploy virtual desktop instances on thin client technology.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 13. KSA: **Expert ability to administer IT system security solutions including Microsoft Active directory, MacAfee EPO servers, IVANTI endpoint management, APPSense, Mimecast spam filters and WIFI controllers. Good knowledge of Windows firewall management.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 14. KSA: **Expert ability to specify, deploy and configure storage devices either**

direct attached or network attached. Expert ability to determine RAID specifications for the storage needs of the applications served by the storage hardware.

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 15. KSA: **Knowledge of Microsoft power shell commands and the development of scripts used in power shell**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 16. KSA: **Ability to support the following applications: Global Protect VPN, Password Self Service Management, Idaho Office of Emergency Management Learning Management System, Ghost Server, MCM, VDI, AppPortal, Dameware, WEBEOC and ESRI GIS systems software.**

Provide detailed written response describing your specialized experience performing related duties to demonstrate that you meet the minimum **36-month specialized experience** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

- * 17. Unqualified or incomplete applicant packets will not be forwarded. Do you certify you attached any supporting/required documentation and given detailed written responses with your application packet before submitting?

☐ Yes ☐ No

- * 18. Do you certify that all of the information and attached documents to this application are true, correct, complete and made in good faith? (This will constitute your official signature.)

☐ Yes ☐ No

- * Required Question